

Participant Fact Sheet – Specialised (Level 3) and Complex (Level 4) Assistive Technology

Why am I receiving this fact sheet?

During your planning conversation it was identified that you may require more complex Assistive Technology supports. You may see these Assistive Technology and/or Home Modification supports in your National Disability Insurance Scheme (NDIS) plan under the Assistive Technology and/or Home Modifications budget and on the participant portal via '[view my plan](#)', under Assistive Technology and/or Home Modifications. It is important to note that Assistive Technology items will display as \$0.00 value in your plan until the recommending report and quote has been received and approved by the NDIS. Once the quote is approved, the cost of the Assistive Technology will be visible on the participant portal.

This fact sheet explains what complex Assistive Technology means and how you can access your funding in your NDIS plan to help you achieve your goals and outcomes.

What is Assistive Technology?

Assistive Technology is 'any device or system that allows individuals to perform tasks they would otherwise be unable to do or increases the ease and safety with which tasks can be performed'. This also includes vehicle modifications, standard home modifications such as ramps, removal of shower screen and complex home modifications that require structural changes to your home such as removal of walls to increase accessibility.

The funding in your plan is for you to purchase complex Assistive Technology which are considered Specialised (Level 3) and Complex (Level 4). These are considered high cost/high risk items which can be purchased from a specialised supplier and may be modified/adjusted specifically to your individual support needs and requires linking with other Assistive Technology supports and/or your home/work/place of study.

Specialised and Complex Assistive Technology

Specialised (Level 3) Assistive Technology is generally adjusted to suit your individual support needs and requires linking with other Assistive Technology supports and/or your home/work/place of study. It is important to make sure the Assistive Technology is supplied and setup correctly to avoid any risk of injury. For example:

- power/power-assist wheelchairs
- pressure mattresses
- bed sticks/poles
- mobile or ceiling hoists
- bath lifts
- Orthotics and Prosthetics non-complex
- Standard Home Modifications (simple or non-structural)

You can generally buy these items from specialised Assistive Technology suppliers in your local area.

Complex (Level 4) Assistive Technology is custom made or 'off the shelf' but adjusted to suit your individual support needs and requires linking with other Assistive Technology supports and/or your home/work/place of study. For example:

- Environmental control units
- Electronic mobility Assistive Technology for person who has a vision impairment
- High-level pressure cushions and pressure care sleep systems
- Orthotics and Prosthetics complex
- Communication devices complex
- Complex Home Modifications

You can generally buy these items from specialised Assistive Technology suppliers in your local area.

For further information on the Assistive Technology level classification refer to the [NDIS Assistive Technology Complexity Level Classification document](https://www.ndis.gov.au/participants/at/your-at-needs.html) (https://www.ndis.gov.au/participants/at/your-at-needs.html) on the Assistive Technology page of the NDIS website.

What is an Assistive Technology assessor?

An Assistive Technology assessor is someone who is able to consider your individual support needs and situation to identify appropriate equipment items and/or Home Modifications to meet your support needs. They may be an Occupational Therapist, Physiotherapist, Speech Pathologist, Psychologist or rehabilitation engineer. Identifying the most appropriate Assistive Technology assessor will depend on your individual support needs and the Assistive Technology and/or Home Modifications required.

For all Specialised (Level 3) and Complex (level 4) Assistive Technology you will need assistance from a suitably qualified Assistive Technology assessor to help you identify, source and safely use your Assistive Technology supports.

You will have funding included in your NDIS plan under the Capacity Building budget which you can access to select a suitably qualified Assistive Technology assessor to:

- trial the Assistive Technology to ensure it is a best fit for your individual support needs and it is used correctly and safely.
- recommend appropriate Assistive Technology for your individual support needs
- provide a recommendation report (including quotes) to be submitted to the NDIA
- assist you to select and buy your Assistive Technology once the funding has been approved
- set up and/or training in how to use the Assistive Technology equipment items.

Do I need advice from an Assistive Technology assessor?

Yes, for all equipment items considered Specialised (Level 3) and Complex (Level 4) Assistive Technology you will require an assessment from a suitably qualified Assistive Technology assessor to recommend the most suitable Assistive Technology or Home Modification solution for you. The Assistive Technology assessor needs to provide a report outlining recommendations, including quotes, to the NDIA for funding consideration and approval.

Once approved you will have funding for your Assistive Technology or Home Modification in your NDIS plan under the Assistive Technology budget or Home Modification budget.

Once NDIS has considered and approved your Assistive Technology

There are 3 ways to manage the funding in your NDIS plan. The below explains how you can access the funding for your Specialised (Level 3) and Complex (Level 4) Assistive Technology which has been approved and included in your NDIS plan.

If you have chosen to have your approved Assistive Technology **Agency Managed** the supplier will be able to claim payment for the approved Assistive Technology directly from your NDIS plan. This will minimise the delay in receiving your Assistive Technology supports.

If you have chosen to **Self-Manage** your approved Assistive Technology you will require a plan review to access the funding in order to purchase your Assistive Technology.

If you have chosen to have your approved Assistive Technology managed by a **Plan Management Agency** you will require a plan review to access the funding in order to purchase your Assistive Technology.

How do I pay for repairs and maintenance for my Specialised and Complex Assistive Technology?

In your NDIS plan you will have funding included for repairs and/or maintenance to your Specialised (Level 3) and Complex (Level 4) Assistive Technology.

For **minor** repairs and/or maintenance such as a tyre puncture you can access your funding in the 'Low Cost AT' (formerly 'Daily Adaptive Equipment') budget of your NDIS plan.. This funding can be Self-Managed or you may have chosen a Plan Management Agency to allow you to access your supports without delay.

For **major** repairs and/or maintenance such as wheeled mobility device/wheelchair or prosthetic Assistive Technology over 3 years old, you can access your funding in the Assistive Technology budget of your NDIS plan or you may be required to provide a quote.

What if I need more information on Assistive Technology?

You can speak to your Local Area Coordinator or Support Coordinator for further information.